

# 2018 Current Fiscal Year Report: Judges Panel of the Malcolm Baldrige National Quality Award

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## 1. Department or Agency

Department of Commerce

## 2. Fiscal Year

2018

## 3. Committee or Subcommittee

Judges Panel of the Malcolm Baldrige National Quality Award

## 3b. GSA Committee No.

356

## 4. Is this New During Fiscal Year?

No

## 5. Current Charter

10/30/2017

## 6. Expected Renewal Date

10/30/2019

## 7. Expected Term Date

## 8a. Was Terminated During Fiscal Year?

No

## 8b. Specific Termination Authority

## 8c. Actual Term Date

## 9. Agency Recommendation for Next Fiscal Year

Continue

## 10a. Legislation Req to Terminate?

Yes

## 10b. Legislation Pending?

Not Applicable

## 11. Establishment Authority Statutory (Congress Created)

## 12. Specific Establishment Authority

15 USC 3711a(d)(1)

## 13. Effective Date

03/02/1988

## 14. Committee Type

Continuing

## 14c. Presidential?

No

## 15. Description of Committee Scientific Technical Program Advisory Board

## 16a. Total Number of Reports

No Reports for this Fiscal Year

## 17a. Open 0 17b. Closed 2 17c. Partially Closed 1 Other Activities 0 17d. Total 3 Meetings and Dates

Purpose	Start	End
The Judges Panel of the Malcolm Baldrige National Quality Award (Judges Panel) will meet in closed session Sunday, November 5, 2017 through Friday, November 10, 2016, from 8:30 a.m. until 5:30 p.m. Eastern time each day. The purpose of this meeting is to review recommendations from site visits, and recommend 2017 Malcolm Baldrige National Quality Award recipients. The meeting is closed to the public in order to protect the proprietary data to be examined and discussed at the meeting.	11/05/2017	11/10/2017
The Judges Panel of the Malcolm Baldrige National Quality Award (Judges Panel) will meet on Wednesday, June 6, 2018, from 9:00 a.m. to 3:30 p.m. Eastern time. The purpose of this meeting is to discuss and review the role and responsibilities of the Judges Panel and information received from the National Institute of Standards and Technology (NIST) in order to ensure the integrity of the Malcolm Baldrige National Quality Award (Award) selection process. The agenda will include: Judges Panel roles and processes; Baldrige Program updates; new business/public comment; lessons learned from the 2017 judging process; and the 2018 Award process. A portion of this meeting is closed to the public in order to protect the proprietary data to be examined and discussed.	06/06/2018	06/07/2018

The Judges Panel of the Malcolm Baldrige National Quality Award (Judges Panel) will meet in closed session on Wednesday, August 22, 2018, from 9:00 a.m. to 3:30 p.m. Eastern time. The purpose of this meeting is to review the results of examiners' scoring of written applications. Panel members will vote on which applicants merit site visits by examiners to verify the accuracy of quality improvements claimed by applicants. The meeting is closed to the public in order to protect the proprietary data to be examined and discussed. 08/22/2018 - 08/22/2018

**Number of Committee Meetings Listed: 3**

	Current FY	Next FY
<b>18a(1). Personnel Pmts to Non-Federal Members</b>	\$0.00	\$0.00
<b>18a(2). Personnel Pmts to Federal Members</b>	\$0.00	\$0.00
<b>18a(3). Personnel Pmts to Federal Staff</b>	\$0.00	\$0.00
<b>18a(4). Personnel Pmts to Non-Member Consultants</b>	\$0.00	\$0.00
<b>18b(1). Travel and Per Diem to Non-Federal Members</b>	\$0.00	\$0.00
<b>18b(2). Travel and Per Diem to Federal Members</b>	\$0.00	\$0.00
<b>18b(3). Travel and Per Diem to Federal Staff</b>	\$0.00	\$0.00
<b>18b(4). Travel and Per Diem to Non-member Consultants</b>	\$0.00	\$0.00
<b>18c. Other(rents,user charges, graphics, printing, mail, etc.)</b>	\$0.00	\$0.00
<b>18d. Total</b>	\$0.00	\$0.00
<b>19. Federal Staff Support Years (FTE)</b>	0.00	0.00

**20a. How does the Committee accomplish its purpose?**

The Judges review their processes for preparing for all stages of the Award Process, including the meeting to select the recipient(s) of the Malcolm Baldrige National Quality Award. They discuss the importance of ensuring consistency in the scoring of applications, the need for well-written key themes, and revisions to the way site visit issue worksheets are prepared. They confirm their meeting start time to accommodate the number of site visit applicants.

**20b. How does the Committee balance its membership?**

The membership of the Panel of Judges is balanced from industries which are working to improve the quality of U.S. manufactured goods, services, healthcare, education, and nonprofit organizations, and are selected in accordance with applicable Department of Commerce guidance. It includes members from the quality improvement operations of the manufacturing, service, small businesses, education, healthcare, and nonprofit sectors.

**20c. How frequent and relevant are the Committee Meetings?**

The Panel meets three times per year. One meeting to review and refine operational procedures for the current Award cycle; and two meetings to make interim and final decisions in the recommendation of Award recipients.

**20d. Why can't the advice or information this committee provides be obtained**

## elsewhere?

The quality leaders are necessary to identify applicants who are role models in performance. There is no other organization that can do this.

## 20e. Why is it necessary to close and/or partially closed committee meetings?

Entire meetings or portions of meetings of the Judges Panel are closed to protect the proprietary information provided by the applicants for the Award.

## 21. Remarks

There is no federal staff salary under the costs section because there is no appropriated funding. The funds come from revenues earned and a gift from the Baldrige Foundation. This has been the case since FY2012. The charter states "the estimated annual cost of operating the Panel is \$40,000, which includes one-third of a person-year for staff support. 15 U.S.C. 3711a(f) authorizes the use of appropriated funds to carry out this program, in addition to gifts from public and private sources and, if additional sums are needed to cover the full cost of the program, funds from fees imposed on award applicants. Monies from any or all of the above sources will be used to cover the annual operating expenses of the Panel, including member travel and per diem, and clerical and other support services."

## Designated Federal Officer

Robert Fangmeyer Director, Baldrige Performance Excellence Program

Committee Members	Start	End	Occupation	Member Designation
Carter, Sarah	05/01/2018	02/28/2021	Director, PwC Public Sector	Special Government Employee (SGE) Member
Crotty, Glenn	05/01/2018	02/28/2021	EVP/COO - Charleston Area Medical Center	Special Government Employee (SGE) Member
Davis, Ken	05/12/2015	02/28/2018	Chief Medical Officer, San Antonio Methodist Healthcare System	Special Government Employee (SGE) Member
Dye, Tammy	07/07/2016	02/28/2019	Vice President of Clinical Services, Schneck Medical Center	Special Government Employee (SGE) Member
Fletcher, Eric	05/25/2017	02/29/2020	Senior Vice President, Strategy, Marketing & Business Development Mary Washington Healthcare	Special Government Employee (SGE) Member
Fyda-Mar, Mary Kay	05/25/2017	02/29/2020	The Boeing Company (Retired)	Special Government Employee (SGE) Member
Gibson, Greg	08/11/2015	02/28/2018	Superintendent of Schools, Shertz-Cibolo-Universal City Independent School District	Special Government Employee (SGE) Member
Harris, John	07/07/2016	02/28/2019	Assistant Adjutant General, Ohio National Guard	Special Government Employee (SGE) Member
Kmetzo, Miriam	05/12/2015	02/28/2018	Executive Vice President, Welding Technology Corp.	Special Government Employee (SGE) Member
McManus, Kevin	05/01/2018	02/28/2021	Chief Excellence Officer, Great Systems	Special Government Employee (SGE) Member
Molenda, John	05/25/2017	02/29/2020	Senior Financial Management Executive Del Norte Credit Union	Special Government Employee (SGE) Member
Ramunno, Lawrence	07/07/2016	02/28/2019	Chief Medical Officer, Sibley Memorial Hospital	Special Government Employee (SGE) Member

Requa, Bruce	05/01/2018	02/28/2021	Business Manager - Microsoft	Special Government Employee (SGE) Member
Springer, Diane	05/25/2017	02/15/2020	Director EBE (Eaton Business Excellence)Eaton Corporation	Special Government Employee (SGE) Member
Stehouwer, Kristen	05/25/2017	02/29/2020	Executive Vice President/Chief Operating Officer/Chief Academic Officer - Northwood University	Special Government Employee (SGE) Member
Sternke, JoAnn	05/01/2018	02/28/2021	Senior Director, Studer Education	Special Government Employee (SGE) Member
Timmerman, John	05/12/2015	02/28/2018	Senior Strategist, Customer Experience and Innovation, Gallup	Special Government Employee (SGE) Member

**Number of Committee Members Listed: 17**

### Narrative Description

The Judges Panel reviews the Examiners' scoring results of the written applications for the Malcolm Baldrige National Quality Award. The Panel helps ensure the integrity of the Award process which is intended to help stimulate American organizations to improve quality and productivity, recognize the achievements of role-model organizations, and establish guidelines and criteria that can be used by all organizations in evaluating their own improvement efforts.

### What are the most significant program outcomes associated with this committee?

Checked if Applies

Improvements to health or safety	<input checked="" type="checkbox"/>
Trust in government	<input type="checkbox"/>
Major policy changes	<input type="checkbox"/>
Advance in scientific research	<input type="checkbox"/>
Effective grant making	<input type="checkbox"/>
Improved service delivery	<input checked="" type="checkbox"/>
Increased customer satisfaction	<input checked="" type="checkbox"/>
Implementation of laws or regulatory requirements	<input type="checkbox"/>
Other	<input type="checkbox"/>

### Outcome Comments

NA

### What are the cost savings associated with this committee?

Checked if Applies

None	<input type="checkbox"/>
Unable to Determine	<input checked="" type="checkbox"/>
Under \$100,000	<input type="checkbox"/>
\$100,000 - \$500,000	<input type="checkbox"/>
\$500,001 - \$1,000,000	<input type="checkbox"/>

\$1,000,001 - \$5,000,000  
\$5,000,001 - \$10,000,000  
Over \$10,000,000  
Cost Savings Other

☐  
☐  
☐  
☐

### **Cost Savings Comments**

NA

**What is the approximate Number of recommendations produced by this committee for the life of the committee?**

109

### **Number of Recommendations Comments**

Typically there are 4 to 6 recommendations each year of Award recipients.

**What is the approximate Percentage of these recommendations that have been or will be Fully implemented by the agency?**

100%

### **% of Recommendations Fully Implemented Comments**

NA

**What is the approximate Percentage of these recommendations that have been or will be Partially implemented by the agency?**

0%

### **% of Recommendations Partially Implemented Comments**

Not Applicable

**Does the agency provide the committee with feedback regarding actions taken to implement recommendations or advice offered?**

Yes ☒ No ☐ Not Applicable ☐

### **Agency Feedback Comments**

Immediately following the meeting in October-November in which Award recipients are selected, a meeting is set by the Baldrige Director and the chair of the Judges Panel to present the recommendations for Award recipients to the NIST Director. If the NIST Director disagrees with any of the Judges recommendations, it is discussed in this meeting and the recommendations may be altered to disallow a recommendation.

**What other actions has the agency taken as a result of the committee's advice or recommendation?**

Checked if Applies

- |                                   |                                     |
|-----------------------------------|-------------------------------------|
| Reorganized Priorities            | <input checked="" type="checkbox"/> |
| Reallocated resources             | <input checked="" type="checkbox"/> |
| Issued new regulation             | <input type="checkbox"/>            |
| Proposed legislation              | <input type="checkbox"/>            |
| Approved grants or other payments | <input type="checkbox"/>            |
| Other                             | <input type="checkbox"/>            |

**Action Comments**

NA

**Is the Committee engaged in the review of applications for grants?**

No

**Grant Review Comments**

NA

**How is access provided to the information for the Committee's documentation?**

Checked if Applies

- |                           |                                     |
|---------------------------|-------------------------------------|
| Contact DFO               | <input checked="" type="checkbox"/> |
| Online Agency Web Site    | <input type="checkbox"/>            |
| Online Committee Web Site | <input checked="" type="checkbox"/> |
| Online GSA FACA Web Site  | <input checked="" type="checkbox"/> |
| Publications              | <input type="checkbox"/>            |
| Other                     | <input checked="" type="checkbox"/> |

**Access Comments**

There are three meetings of the Judges Panel. One meeting is partially closed and general discussions regarding Baldrige processes are held as a segment of the meeting that is open to the public. The remaining two meetings, in which the Judges Panel conduct deliberations, are closed to the public in order to ensure the confidentiality of all information and data provided by the Award applicants.